

A Notice for your SDA provider

An Easy Read guide for you



How to use this guide



Consumer Affairs Victoria (CAV) wrote this guide. When you see the word 'we', it means CAV.



We have written this guide in an easy to read way.



We have written some words in **bold**. We explain what these words mean. There is a list of these words on **page 7**.



This Easy Read guide tells you what to use this notice for.



You can find the notice on our website at www.consumer.vic.gov.au/sda



You can ask for help to read this guide. A friend, family member or support person may be able to help you.

What is specialist disability accommodation?



Specialist disability accommodation (SDA) is accessible housing for people with disability.



When you live in SDA, we call you an SDA resident.



The housing is provided by an SDA provider.

What is this guide about?



This guide is about telling your provider you need something fixed.



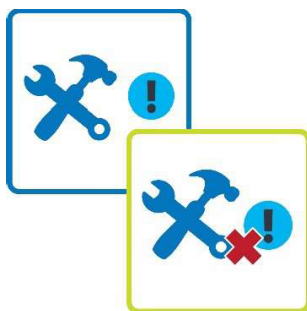
The notice is called a **Notice to SDA provider – repairs and fixture installation.**



Use this when you need to tell your provider you need something fixed.



You can also use the notice to tell your provider you need to install something to help with your daily life.



Use the notice if you need something fixed and it is:

- urgent
- not urgent.

Sending the notice



You can give your SDA provider the notice:

- in person
- in the mail
- by email.



You can only send your SDA provider the notice by email if your **SDA residency agreement** says it is ok.



Your SDA residency agreement is an agreement between you and your SDA provider.



It explains:

- how you can expect to be treated
- the things you must do.

Word list



Notice to SDA provider

This notice is for you to use when you need to tell your SDA provider something.



Specialist disability accommodation (SDA)

Accessible housing for people with disability, including NDIS housing.



SDA residency agreement

Your SDA residency agreement is an agreement between you and your SDA provider.

It explains:

- how you can expect to be treated
- the things you must do.

Contact us



1300 40 43 19

The cost is the same as a local call.



If you speak a language other than English, please contact TIS – Translating and Interpreting Service.

131 450

Ask to talk to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81



TTY

If you use textphone or modem, call the National Relay Service.

133 677

Give them our number – **1300 40 43 19**



If you use Speech to Speech Relay call

1300 555 727

Give them our number – **1300 40 43 19**



www.consumer.vic.gov.au



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